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6 **IN THE UNITED STATES DISTRICT COURT**
7 **FOR THE DISTRICT OF ARIZONA**
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9 Lorena Torres,

10 Plaintiff,

11 v.

12 Zurich American Insurance Company, *et al.*,

13 Defendants.
14

No. CV-23-02535-PHX-JJT

ORDER

15 At issue is Defendant Zurich American Insurance Company's Motion for Partial
16 Summary Judgment (Doc. 37, Motion),¹ to which Plaintiff Lorena Torres filed a Response
17 (Doc. 39, Response) and Defendant filed a Reply (Doc. 41, Reply). Both parties have filed
18 Statements of Facts in support of their legal memoranda (Doc. 38, DSOF; Doc. 40, PSOF).
19 The Court finds these matters appropriate for resolution without oral argument. *See*
20 LRCiv 7.2(f). For the reasons that follow, the Court grants Defendant's Motion.

21 **I. Background**

22 This case involves a dispute regarding the manner by which Defendant processed
23 Plaintiff's claim for workers' compensation insurance coverage following the unfortunate
24 occurrence of a workplace injury. Although Plaintiff originally brought suit against both
25 Defendant and an individual insurance adjuster named Terena Payton, (*see* Doc. 1),
26 Plaintiff later voluntarily dismissed Ms. Payton as a party, (*see* Doc. 7). The only remaining
27

28 ¹ This is Defendant's second motion for summary judgment, the first having been
an unsuccessful pre-discovery motion that concerned threshold issues of claim preclusion
and issue preclusion. (*See* Doc. 18; Doc. 34.)

1 claim in this case is Plaintiff's claim against Defendant for insurance bad faith. (*See* Doc. 1
2 at 8–9.) Defendant's Motion does not relate to the viability of Plaintiff's cause of action.
3 Indeed, Defendant concedes that there exist triable issues related to Plaintiff's bad faith
4 claim. (*See* Reply at 1, 3.) The Motion asserts that, irrespective of the merits or lack thereof
5 of Plaintiff's underlying tort claim, punitive damages are not available. Accordingly, the
6 Court does not herein consider whether there exist genuine disputes of material fact relating
7 to Plaintiff's assertion that Defendant breached the duty of good faith and fair dealing.
8 Rather, the Court directs its attention only to the question of whether there exist disputed
9 facts that are materially relevant to the propriety of punitive damages. The facts, most of
10 which are undisputed, are as follows.

11 Plaintiff sustained a workplace injury in August of 2022. (Response at 3.) In
12 September of the same year, Plaintiff filed a claim for workers' compensation with
13 Defendant, who designated Ms. Payton as the adjuster for Plaintiff's claim. (Response
14 at 1.) Plaintiff's claim was immediately accepted, and she began to receive benefits.
15 (DSOF ¶ 5; PSOF at 8.) However, Plaintiff's condition continued to worsen into October,
16 at which time Defendant assigned a registered nurse named Amber Zadina to assist
17 Ms. Payton with the coordination of Plaintiff's medical care. (Response at 3.) Plaintiff
18 received an adverse spinal diagnosis in December, and in January of 2023 Plaintiff received
19 a recommendation from one of her medical providers, Dr. Ladin, that she needed to consult
20 with a surgeon as soon as possible to determine whether surgery was required. (Response
21 at 3–4.) Plaintiff then attended a consultation with orthopedic surgeon Dr. Paul Gause, who
22 determined that surgery was indeed necessary. (Response at 4.) On January 17, Dr. Gause
23 faxed a "surgery auth request" to Ms. Zadina. (Response at 4.) Although the parties dispute
24 the extent to which it may be assumed that Ms. Zadina apprised Ms. Payton of the contents
25 of the fax, it is undisputed that the fax was sent only to Ms. Zadina. (DSOF ¶¶ 10–11;
26 PSOF at 8.)

27 On February 6, Ms. Zadina transmitted a voicemail and an email to Ms. Payton,
28 both of which pertained to the surgical request from Dr. Gause and inquired as to whether

1 Ms. Payton needed any additional information in order to act upon the request. (Response
2 at 5.) Ms. Payton did not respond to either the voicemail or the email. (Response at 5.) On
3 February 23, Ms. Zadina composed another email to Ms. Payton informing her of
4 Dr. Gause’s reiteration that surgery was urgently needed. (Response at 5–6.) Ms. Payton
5 again did not respond. (Response at 6.) Ms. Zadina sent another similar email on March 1,
6 to which Ms. Payton responded that she would check Plaintiff’s file. (Response at 6.) Two
7 weeks later, Ms. Zadina followed up again, this time indicating that Plaintiff was still
8 waiting to see a shoulder specialist. (Response at 6.) The next day, Ms. Zadina transmitted
9 two additional follow-up communications to Ms. Payton regarding the need for surgery
10 and shoulder consultation, to which the latter responded that she would “get [Plaintiff]
11 scheduled.” (Response at 6–7.) Ms. Payton then began the process of procuring funding
12 for Plaintiff’s surgery, pending the results of the consultation with the shoulder specialist.
13 (Response at 7.) On March 23, Plaintiff was again examined by Dr. Gause, who again
14 determined that surgery was urgently needed. On March 27, Ms. Zadina sent an email to
15 Ms. Payton seeking action on Dr. Gause’s recommendation, and on March 29 Ms. Zadina
16 followed up again. (Response at 7–8.) On March 30, Plaintiff directly contacted Ms. Payton
17 regarding the surgical authorization, at which point Ms. Payton stated that she had never
18 received the surgery authorization request form. (Response at 8.) That same day,
19 Ms. Payton requested that Dr. Gause’s office send both her and Defendant’s Utilization
20 Review department the surgery authorization request, which Dr. Gause’s office promptly
21 did. (Response at 8.)

22 On April 1, Defendant’s “peer review physician,” Dr. Kopacz, requested a
23 peer-to-peer meeting with Dr. Gause for the purpose of assessing the propriety of the
24 latter’s surgery recommendation. (Motion at 3–4.) Dr. Gause did not respond to
25 Dr. Kopacz’s request. (Motion at 4.) Dr. Kopacz then declined to certify Plaintiff’s need
26 for surgery based on the written record alone. (Motion at 4.) Defendant’s Utilization
27 Review department therefore denied authorization of the requested surgery. (Motion at 4.)
28 In the notice of denial was a description of a process by which Plaintiff could appeal the

1 disposition, including an invitation to Plaintiff's doctors to participate in the peer-to-peer
2 discussion that Dr. Kopacz had attempted to initiate. (Motion at 4.) Rather than avail herself
3 of these procedures, Plaintiff retained counsel and commenced an administrative action
4 before the Industrial Commission of Arizona (ICA) on April 21. (Motion at 4; Response
5 at 9; PSOF ¶ 36 & Ex. 19.) On May 1, Dr. Kopacz again attempted to establish
6 communication with Dr. Gause, this time successfully. (Motion at 4.) On May 19,
7 Dr. Gause transmitted a written record of his medical opinions regarding the surgery.
8 (Motion at 4.) Finally, on June 9, Defendant authorized Plaintiff's surgery. (Response at
9 10.)

10 Although the parties diverge markedly in their respective assessments of where
11 primary responsibility for the communicative breakdown lies, both parties agree that
12 Ms. Payton erred in her handling of Plaintiff's claim. Indeed, Ms. Payton herself fully
13 acknowledges as much. She has said that "[t]he delay was [her] error" and that "the issue
14 [was] with [her]." (Response at 11.) She has acknowledged that her conduct was "wrong"
15 and that she failed in her professional obligation to Plaintiff. (Response at 11–12.) While
16 discussing the subject of her handling of Plaintiff's claim, Ms. Payton broke down in tears.
17 (Reply at 5.) Nevertheless, Defendant did not discipline Ms. Payton, and Ms. Payton still
18 received annual bonus pay at the end of 2023. (Response at 13.)

19 Defendant concedes that there exist numerous genuine disputes of material fact
20 regarding whether and to what extent Defendant failed to process Plaintiff's claim
21 consistent with the duty of good faith and fair dealing. The question here, however, is only
22 whether a material factual dispute exists with respect to punitive damages such that the
23 issue should be submitted to a jury.

24 **II. Legal Standard**

25 Under Federal Rule of Civil Procedure 56(a), summary judgment is appropriate
26 when the movant shows that there is no genuine dispute as to any material fact and the
27 movant is entitled to prevail as a matter of law. Fed. R. Civ. P. 56(a); *Celotex Corp. v.*
28 *Catrett*, 477 U.S. 317, 322–23 (1986). "A fact is 'material' only if it might affect the

1 outcome of the case, and a dispute is ‘genuine’ only if a reasonable trier of fact could
2 resolve the issue in the non-movant’s favor.” *Fresno Motors, LLC v. Mercedes Benz USA,*
3 *LLC*, 771 F.3d 1119, 1125 (9th Cir. 2014) (citing *Anderson v. Liberty Lobby, Inc.*, 477 U.S.
4 242, 248 (1986)). The court must view the evidence in the light most favorable to the
5 nonmoving party and draw all reasonable inferences in the nonmoving party’s favor.
6 *Torres v. City of Madera*, 648 F.3d 1119, 1123 (9th Cir. 2011).

7 The moving party “bears the initial responsibility of informing the district court of
8 the basis for its motion, and identifying those portions of [the record] . . . which it believes
9 demonstrate the absence of a genuine issue of material fact.” *Celotex*, 477 U.S. at 232.
10 When the moving party does not bear the ultimate burden of proof, it “must either produce
11 evidence negating an essential element of the nonmoving party’s claim or defense or show
12 that the nonmoving party does not have enough evidence of an essential element to carry
13 its ultimate burden of persuasion at trial.” *Nissan Fire & Marine Ins. Co., Ltd. v. Fritz Cos.*,
14 210 F.3d 1099, 1102 (9th Cir. 2000). If the moving party carries this initial burden of
15 production, the nonmoving party must produce evidence to support its claim or defense.
16 *Id.* at 1103. Summary judgment is appropriate against a party that “fails to make a showing
17 sufficient to establish the existence of an element essential to that party’s case, and on
18 which that party will bear the burden of proof at trial.” *Celotex*, 477 U.S. at 322.

19 In considering a motion for summary judgment, the court must regard as true the
20 non-moving party’s evidence, as long as it is supported by affidavits or other evidentiary
21 material. *Anderson*, 477 U.S. at 255. However, the non-moving party may not merely rest
22 on its pleadings; it must produce some significant probative evidence tending to contradict
23 the moving party’s allegations, thereby creating a material question of fact. *Id.* at 256–57
24 (holding that the plaintiff must present affirmative evidence in order to defeat a properly
25 supported motion for summary judgment); *see also Taylor v. List*, 880 F.2d 1040, 1045
26 (9th Cir. 1989) (“A summary judgment motion cannot be defeated by relying solely on
27 conclusory allegations unsupported by factual data.” (citation omitted)).

28 . . .

1 III. Discussion

2 The Arizona Supreme Court recently clarified the standard by which courts in this
3 state are to determine whether a plaintiff has established a *prima facie* entitlement to
4 punitive damages such that the issue may go to the jury.

5 To be entitled to punitive damages, once a plaintiff establishes that the
6 defendant engaged in tortious conduct of any kind, intentional or
7 negligent—that is, acted with an “evil hand” —the plaintiff must prove the
8 defendant engaged in such conduct with an “evil mind.” To establish an evil
9 mind requires clear and convincing evidence that the defendant’s actions
either (1) intended to cause harm, (2) were motivated by spite, or (3) were
outrageous, creating a “substantial risk of tremendous harm to others.”

10 *Swift Transportation Co. of Ariz. L.L.C. v. Carman*, 253 Ariz. 499, 506 ¶ 22 (2022)
11 (internal citations omitted) (quoting *Volz v. Coleman Co.*, 155 Ariz. 567, 570–71 (1987)).
12 Here, Plaintiff does not allege that Defendant acted with an intent to cause harm or with a
13 spiteful motive. Instead, Plaintiff rests her prayer for punitive damages upon an assertion
14 that Defendant acted outrageously, thereby creating a substantial risk of tremendous harm
15 to her. (Response at 3, 14.)

16 In *Swift*, the Arizona Supreme Court gave several examples of the categories of
17 conduct that rise to the requisite level of outrageousness. These include criminal conduct,
18 a continuing course of conduct where there is evidence that the defendant possessed
19 knowledge of the past harm caused by that conduct, a pattern of dishonest or fraudulent
20 conduct, and the commission of an act for an outrageous purpose even in the event that no
21 significant harm results. *Swift*, 253 Ariz. at 506–07 ¶¶ 23–24 & n.2. The indispensable
22 element for punitive damages is that there must be “something more” than that which is
23 required of the underlying tort. *See Rawlings v. Apodaca*, 151 Ariz. 149, 161 (1986)
24 (holding that “punitive damages may not be awarded in a bad faith tort case unless the
25 evidence reflects ‘something more’ than the conduct necessary to establish the tort”). As
26 the Arizona Supreme Court clarified in *Swift*, when a plaintiff seeks to recover punitive
27 damages on the basis of allegedly outrageous conduct, the plaintiff “must establish that the
28 defendant knew, or intentionally disregarded, facts that created an unreasonable risk of

1 physical harm—a risk substantially greater than that necessary to make his or her conduct
2 negligent or even grossly negligent—and consciously disregarded that risk.” *Swift*, 253
3 Ariz. at 507 ¶ 25. Here, Plaintiff has failed to make a *prima facie* showing that Defendant
4 acted with “something more” than the level of wrongfulness necessary to establish the
5 underlying tort of insurance bad faith.

6 Defendant cites numerous cases from the Arizona Supreme Court for the
7 proposition that evidence supporting bad faith, without more, is insufficient for punitive
8 damages. For instance, in *Filasky v. Preferred Risk Mut. Ins. Co.*, 152 Ariz. 591, 599
9 (1987), the high court held that:

10 As already discussed, Preferred Risk’s reasons for its dilatory settlement of
11 Filasky’s three claims were either groundless or inadequately investigated.
12 This conduct supported the jury’s conclusion that Preferred Risk acted in bad
13 faith. However, evidence of “something more” than indifference to facts and
14 failure to properly and timely investigate an insurance claim must exist
15 before the trial court can instruct the jury on punitive damages. We have read
16 the record and conclude that evidence that Preferred Risk acted toward
17 Filasky in an aggravated, outrageous, malicious, or fraudulent manner, or
18 that Preferred Risk was guided by an evil mind which either consciously
sought to injure Filasky or acted intentionally, knowing that its conduct was
likely to cause unjustified, significant damage to Filasky, is slight and
inconclusive at best. Therefore, the trial judge erred in submitting the issue
of punitive damages to the jury.

19 Likewise, in *Gurule v. Ill. Mut. Life & Cas. Co.*, 152 Ariz. 600, 602–03 (1987), the court
20 held that:

21 If juries could award punitive damages without proof of anything more than
22 bad faith, insurance companies may be overdeterred, and may pay
23 legitimately questionable claims to avoid the risk of a punitive damages
24 award. Such a result would be bad policy as well as bad law. Insurance
25 companies are not liable for punitive damages every time they commit a tort;
something more is required.

26 The evidence adduced by Plaintiff only permits a reasonable inference of bad faith, not an
27 inference of the evil mind necessary to support punitive damages.

28 . . .

1 The only genuine factual dispute in this case is whether Ms. Payton was made aware
2 of the January 17 fax that Dr. Gause sent to Ms. Zadina seeking surgery authorization for
3 Plaintiff. As is required at the summary judgment stage, the Court construes this factual
4 ambiguity in Plaintiff's favor and assumes that Ms. Payton was apprised of the contents of
5 the fax shortly after Ms. Zadina's receipt thereof. But even if that assumption holds true,
6 Plaintiff's evidence only demonstrates that Ms. Payton, and by association Defendant,
7 failed to take appropriate action on Plaintiff's claim between January 17 and March 30,
8 when Ms. Payton finally commenced meaningful administration of Plaintiff's claim.
9 Crucially, there is no evidence that Ms. Payton intentionally delayed the processing of
10 Plaintiff's surgery request. Indeed, neither side has presented any explanation for
11 Ms. Payton's delay. An objectively unreasonable delay is of course germane to the question
12 of whether Defendant's conduct was tortious, but it cannot support the conclusion that
13 Defendant acted outrageously in conscious disregard that its conduct created a substantial
14 risk of tremendous harm to others. Plaintiff would have the Court infer an evil mind from
15 the bare fact of an unreasonable delay, but such an inference is contrary to the law in
16 Arizona. As already discussed, "groundless" conduct and an "inadequate[] investigat[ion]"
17 are not by themselves sufficient to support punitive damages. *Filasky*, 152 Ariz. at 599.
18 "[E]vidence of 'something more' than indifference to facts and failure to properly and
19 timely investigate an insurance claim must exist before the trial court can instruct the jury
20 on punitive damages." *Id.* Here, as in *Filasky*, Plaintiff seeks to receive punitive damages
21 for the same conduct that potentially entitles her to compensatory damages. The element
22 of outrage is missing.

23 Likewise, the other delays attributable to Defendant following March 30 are
24 insufficient as a matter of law to entitle Plaintiff to punitive damages. Plaintiff highlights
25 the fact that Defendant insisted upon receiving a written summary of the verbal
26 peer-to-peer discussion between Dr. Kopacz and Dr. Gause. (Response at 10.) This
27 insistence, coupled with Dr. Gause's unexplained delay in providing his written medical
28 opinion, resulted in Plaintiff's having to wait an additional two-and-a-half weeks for her

1 surgery authorization. No reasonable juror could find that an insurance company's desire
2 to possess evidence in writing constitutes outrageous conduct. Finally, Plaintiff points to
3 the delay that elapsed between Dr. Gause's transmission of his medical opinion on May 19
4 and Defendant's issuance of the surgical authorization on June 9. Neither party attempts to
5 explain the reason for this delay. But as already noted, an unreasonable delay alone is
6 legally insufficient to entitle a plaintiff to punitive damages in a bad-faith insurance case.
7 A finder of fact would need to engage in speculation to conclude that the evidence in this
8 case demonstrates not only a breach of the covenant of good faith and fair dealing but also
9 the commission of outrageous conduct guided by an evil mind. The Court cannot send the
10 issue of punitive damages to the jury, as doing so would be tantamount to countenancing
11 such guesswork in contravention of the Arizona Supreme Court's admonition that "slight
12 and inconclusive" evidence of outrageousness should not be submitted to a jury. *See*
13 *Filasky*, 152 Ariz. at 599.

14 Thus, although the Court agrees with Plaintiff that a reasonable jury could conclude
15 that Ms. Payton effectively received the January 17 fax on or around January 17, the Court
16 disagrees that a reasonable jury could conclude upon the evidence presented here that
17 Defendant "deliberately" failed to act upon the January 17 fax or that Defendant pursued a
18 "strategy" of illegitimate delay. (*See* Response at 15.) Similarly, the Court rejects as
19 unsupported by the evidence Plaintiff's assertion that "[t]he instigation of an ICA
20 proceeding is the only thing that spurred American Zurich to comply with its obligation to
21 adjudicate Ms. Torres's claim," as the undisputed evidence shows that both Ms. Payton
22 and Dr. Kopacz had commenced adjudicating Plaintiff's claim in late March and early
23 April, before Plaintiff filed a grievance with the Industrial Commission. (*See* Response
24 at 15.)

25 Plaintiff cites three cases that purportedly demonstrate the propriety of punitive
26 damages in the instant case, but Plaintiff's cases are distinguishable and only confirm the
27 unavailability of punitive damages here. In *Mendoza v. McDonald's Corp.*, 222 Ariz. 139,
28 158–59 ¶¶ 64–67 (Ct. App. 2009), the Arizona Court of Appeals held that punitive damages

1 were appropriate based upon evidence that McDonald’s “consciously waited many months
2 before approving carpal tunnel surgery,” “terminated Mendoza’s temporary total disability
3 benefits even though it did not know whether it actually had light-duty work available for
4 Mendoza,” “took the position Mendoza had not timely protested its denial of carpal tunnel
5 surgery—a position that was completely without merit,” undertook deliberate actions for
6 the express purpose of supporting its antecedent denial, engaged in impermissible “doctor
7 shopping,” generally conducted itself “for the purpose of ‘cutting’ or closing Mendoza’s
8 claim,” and finally terminated benefits based upon the claimant’s inability to speak
9 English, a fact that McDonald’s had been apprised of all along. The facts of *Mendoza* are
10 far more outrageous than the facts presented here, which involve an inexplicable period of
11 inactivity followed by an attempt to rectify that inactivity. Another case from the Arizona
12 Court of Appeals, cited by Defendant but not relied upon by Plaintiff, illustrates the sort of
13 conduct that the Arizona judiciary deems outrageous. In *Nardelli v. Metro. Grp. Prop. &*
14 *Cas. Ins. Co.*, 230 Ariz. 592, 605 ¶ 62 (Ct. App. 2012), the plaintiff presented evidence that
15 the defendant “instituted an aggressive company-wide profit goal,” “assigned to the claims
16 department a significant role in achieving that goal,” “aggressively communicated this goal
17 to the claims department,” “tied the benefits of claims offices and individuals to, among
18 other things, the average amount paid on claims,” and “implemented these actions without
19 taking steps to ensure its efforts to drive up its corporate profits would not affect whether
20 it treated its insureds fairly.” Thus, “the jury could reasonably find the decisions MetLife
21 made in adjusting the Nardellis’ claim were driven by financial self interest and not by the
22 merits of the Nardellis’ claim or the terms of their MetLife policy, and therefore, MetLife
23 acted outrageously and with the requisite evil mind.” *Id.* (internal citation omitted). The
24 kind of evidence that informed the decisions in *Mendoza* and *Nardelli* is notably lacking
25 in the instance case.

26 The other two cases cited by Plaintiff are from this District. In the first, an insurance
27 adjuster “knew she had made a miscalculation, knew that Haney was owed retroactive
28 payments, knew that Haney’s representatives had repeatedly requested these payments,

1 knew that ICA had ordered these payments, and yet did nothing to make the payments for
 2 ten months.” *Haney v. ACE Am. Ins. Co.*, No. CV-13-02429-PHX-DGC, 2015 WL
 3 3750777, at *3–4 (D. Ariz. June 16, 2015). In the second case, an insurance adjuster
 4 unjustifiably delayed the processing of a claim for almost a year and then delayed issuing
 5 payment for another three months even after approving treatment. *Gastelo v. Wesco Ins.*
 6 *Co.*, No. CV-18-02659-PHX-MTL, 2020 WL 1285912, at *1–2 (D. Ariz. Mar. 18, 2020).
 7 In both *Haney* and *Gastelo*, the court held that the extent of the delay, roughly a year in
 8 each case, was sufficient to demonstrate that the respective defendants had acted with an
 9 evil mind. Although the analysis in *Gastelo* was extremely brief, the analysis in *Haney* was
 10 more robust and primarily relied upon language from the Arizona Supreme Court’s opinion
 11 in *Gurule*. See *Haney*, 2015 WL 3750777, at *4.

12 In *Gurule*, the high court wrote that:

13 Even if the defendant’s conduct was not outrageous, a jury may infer evil
 14 mind if defendant deliberately continued his actions despite the inevitable or
 15 highly probable harm that would follow. . . . In summary, the propriety of
 16 awarding punitive damages turns upon the defendant’s state of mind. Intent
 17 to injure or defraud, or pursuit of wrongful conduct with conscious disregard
 18 of the probability of some injury or damage to the rights and interests of
 19 others all qualify as forms of “evil mind,” justifying imposition of punitive
 20 damages. We abandon such terms as “gross,” “reckless,” and “wanton”
 21 conduct. They convey little, and fail to focus the jury’s attention on the
 22 important question—the defendant’s motives. . . . The more outrageous or
 23 egregious the conduct, the more compelling will be the inference of “evil
 24 mind.”

25 *Gurule*, 152 Ariz. at 602. It is unclear whether that language from *Gurule* survived the
 26 Arizona Supreme Court’s subsequent opinion in *Swift*, which was a decision expressly
 27 aimed at “clarify[ing]” the law of punitive damages. See *Swift*, 253 Ariz. at 502 ¶ 1.
 28 Therein, the court quoted the foregoing language from *Gurule* and described it as having
 “muddied the waters.” *Id.* at 505 ¶ 16. Nevertheless, the court did not overturn *Gurule* and
 instead cited other portions of the opinion with approval. Moreover, the court distinguished
Gurule on the basis that, unlike *Swift*, it was not a negligence case. *Id.* On the other hand,

1 *Swift* resurrected the terms “gross” and “reckless” in a clear departure from *Gurule*, and
2 *Swift* also affirmed that punitive damages require “something more” in cases involving
3 “tortious conduct of any kind, intentional or negligent,” which of course includes the tort
4 of insurance bad faith. *See id.* at 505–07 ¶¶ 18–26. Based upon these precedents, this Court
5 is unsure whether the Arizona Supreme Court would countenance the holdings from *Haney*
6 and *Gastelo*, in which the requisite “something more” was simply the underlying bad-faith
7 conduct extended over a lengthy period of time, in each case approximately a year. In other
8 words, it is not clear whether punitive damages are appropriate under Arizona law where
9 the outrageous conduct differs from the base tort in degree, but not in kind.

10 However, the Court need not attempt to resolve that issue here, as the facts of this
11 case are not nearly as extreme as those of either *Haney* or *Gastelo*. The delay attributable
12 to Defendant’s conduct in the instant case is only a fraction of that caused by the defendants
13 in *Haney* and *Gastelo*. The Court finds that the delay engendered by Defendant’s conduct,
14 which was less than four months even if the facts are construed in favor of Plaintiff, does
15 not rise to a level of outrage sufficient to support punitive damages.

16 Plaintiff’s final argument is that punitive damages are appropriate because
17 Defendant paid Ms. Payton a bonus at the end of 2023. According to Plaintiff, the fact that
18 Ms. Payton received a year-end bonus “reflect[s] that Payton’s conduct aligned with
19 American Zurich’s goals for their adjusters.” (Response at 2.) The Court disagrees. Plaintiff
20 has not provided adequate, or indeed any, foundation that could render the fact of
21 Ms. Payton’s bonus probative in the manner that Plaintiff now suggests. For instance,
22 without knowing how many cases Ms. Payton handled in 2023, how satisfactorily she
23 handled those cases, how Defendant determined who was to receive bonus pay in 2023,
24 how many adjusters Defendant issued bonus pay to in 2023, how much bonus pay
25 Defendant disbursed to its adjusters on average, and how much bonus pay Defendant issued
26 to Ms. Payton, there is no basis upon which a reasonable finder of fact could conclude that
27 Ms. Payton’s receipt of an annual bonus indicates that Defendant approved of her handling
28 of Plaintiff’s claim. Defendant asserts that “adjusters have responsibility over at least a

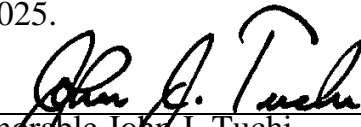
1 hundred claims on any given day” and that “Payton was not rewarded for her performance
2 on one specific claim.” (Reply at 9.) Those statements are unsubstantiated by competent
3 evidence, but they nevertheless highlight the speculative nature of the significance of
4 Ms. Payton’s bonus pay.

5 For all of the foregoing reasons, the Court concludes that punitive damages are
6 unavailable as a matter of law. As stated above, nothing written herein shall constitute an
7 adjudication of any issue related to Plaintiff’s underlying tort claim.

8 **IT IS THEREFORE ORDERED** granting Defendant’s Motion for Partial
9 Summary Judgment (Doc. 37).

10 **IT IS FURTHER ORDERED** that, the dispositive motion deadline having passed
11 and there being no other pending motions, the Court shall set a status conference by
12 separate Order.

13 Dated this 19th day of February, 2025.

14 
15 Honorable John J. Tuchi
16 United States District Judge
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